AMS Procurement Desktop-Defense™

"Bouncing" Your Sybase Server*

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* Because this topic is not covered by the current PMO funded SPS Helpdesk Agreement, this document has been provided to help you resolve this issue. If you still need assistance after reviewing this document, please contact a representative from your Customer Support Team.

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1. INTRODUCTION

"Bouncing the server" is a phrase that is used by Sybase techies all over the world. Translated it means stopping and restarting the Sybase server. Shutting down the server allows Sybase to perform many tasks such as clearing out phantom users/processes and completing uncommitted transactions. Staring up the server allows Sybase to perform many recovery tasks such as rolling uncommitted transaction backwards or forwards and clearing out the tempdb. This process can only be performed from the PC that houses the Sybase Server. Bouncing the Server can not be done from a client PC.
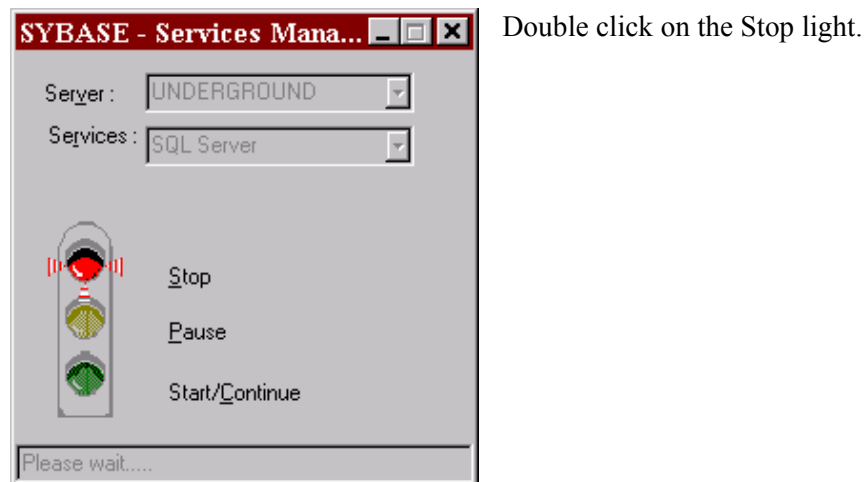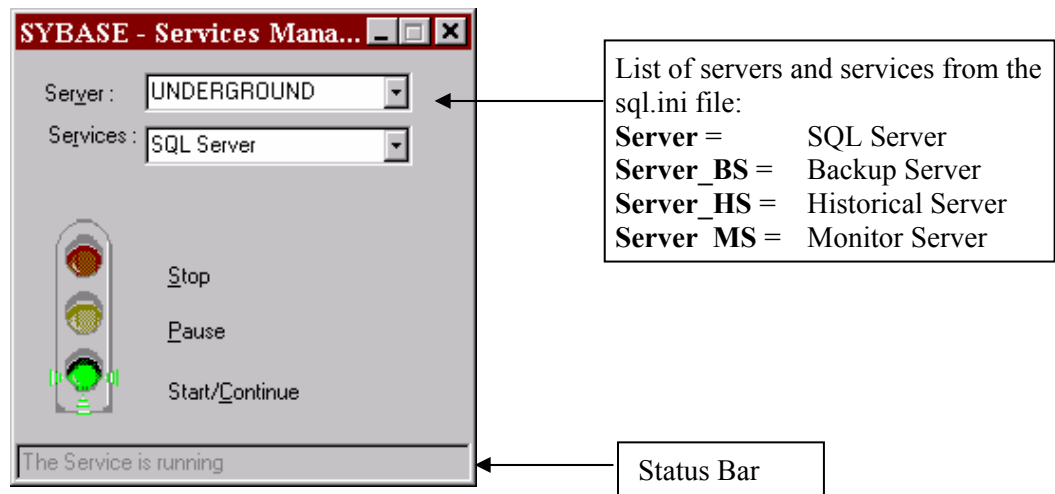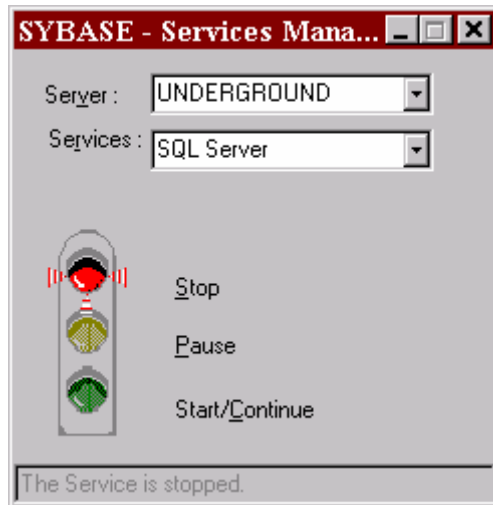
2. PROCEDURE

2.1   Using Services Manager

> **Note:**   If you do not have access to Services Manager you may follow the steps under
> Section 2.2 Using WISQL or SQL Advantage and System Files.

From the Start menu on the Sybase Server go to Start ➔Programs ➔ Sybase SQL Server
Professional ➔ Services Manager. Select the server or service that you want to stop.

List of servers and services from the
sql.ini file:
Server =   SQL Server
Server_BS =   Backup Server
Server_HS =   Historical Server
Server MS =   Monitor Server

Status Bar

Double click on the Stop light.

Wait until the status bar reads "The Service is Stopped".

Double Click on the Start/Continue light.

Wait until the Status bar reads "The Service is Running". Be patient. This could take several minutes depending on the number and the size of the devices that need to be recovered.

At this point your server has been bounced. Users may log into PD² and continue working.

2.2 Using WISQL or SQL Advantage and System Files

> **Note:** If you do not have access to WISQL or SQL Advantage you may follow the steps under Section 2.1 Using Services Manager.

2.2.1 Shutdown

Execute the following command in WISQL or SQL Advantage to gracefully shutdown the server.

```
shutdown
```

By executing the command the system disables logins, performs a checkpoint in each database and waits for transactions and processes to complete.

2.2.2 Start Up

For *Windows NT* execute the Run_Server.bat file for the Server and the Backup Server.

```
c:\sybase\install\RUN_SERVERNAME.bat
c:\sybase\install\RUN_SERVERNAME_BS.bat
```

> **Note:** When starting the server using the Run_Server.bat file it will open an MS_DOS window. If you close this window the server will shut down. Try to avoid using this method to start your server.

For *Unix* execute the startserver command for the Server and the Backup Server.

```
startserver -f $SYBASE/install/RUN_SERVERNAME
startserver -f $SYBASE/install/RUN_SYB_BACKUP
```